Enter and View Report: **Davenham Hall**

Care Home Contact Details:
Davenham Hall,
London Road,
Davenham,
Northwich CW9 8LL

Date of Visit: 4th July 2018

Time of Visit: 10:00am

Healthwatch Cheshire Authorised Representatives:
Janet Lomas, Georgina Hulme, Sheila Williams

Staff Present: Karen Hilditch - Manager

What is Enter and View?

Healthwatch Cheshire (HWC) is part of a network of over 150 local Healthwatch across England established under the Health and Social Care Act 2012. Healthwatch Cheshire CIC represents the consumer voice of those using local health and social services and trades as both Healthwatch Cheshire East and Healthwatch Cheshire West.

The statutory requirements of all local Healthwatch include an 'Enter and View' responsibility to visit any publicly funded adult health and social care services. Enter and View visits may be conducted if providers invite this, if HWC receive information of concern about a service and/or equally when consistently positive feedback about services is presented. In this way we can learn about and share examples of the limitations and strengths of services visited from the perspective of people who experience the services first hand.

Visits conducted are followed by the publication of formal reports where findings of good practice and recommendations to improve the service are made.

Contact Details: Healthwatch Cheshire, Denton Drive, Northwich, Cheshire, CW9 7LU Tel: 0300 323 0006

---

1. Description & Nature of Service

Davenham Hall Nursing Home provides nursing care and specialist dementia care to a maximum of 75 people. It is situated in the Cheshire village of Davenham and is set in beautiful grounds.
The Hall has been renovated to a high standard retaining many of its architectural features. The outbuildings were converted in 2009 to provide a facility for people with dementia; this is known as 'The Barns' and can provide care to 27 people. Representatives were told that compatibility is very important when new residents are being assessed so that individuals are not affecting the lives and wellbeing of the other residents. People with behaviours that challenge are generally not admitted. Referrals are made by families, individuals, professionals and most residents are privately funded.

Group: Springcare Ltd
Person in charge: Karen Hilditch (Manager)
Local Authority / Social Services: Cheshire West and Chester Council (click for contact details)
Type of Service: Care Home with nursing – Privately Owned , Registered for a maximum of 73 Service Users
Registered Care Categories*: Dementia • Old Age
Specialist Care Categories: Alzheimer's • Cancer Care • Epilepsy • Hearing Impairment • Huntington's Disease • Motor Neurone Disease • Multiple Sclerosis • Parkinson's Disease • Speech Impairment • Stroke • Visual Impairment
Admission Information: Ages from 66 to 104.
Single Rooms: 71
Shared Rooms: 1

Rooms with ensuite WC: 49

Facilities & Services: Separate Dementia Care Unit • Own GP if required • Own Furniture if required • Smoking not permitted • Close to Local shops • Near Public Transport • Minibus or other transport • Lift • Wheelchair access • Gardens for residents • Residents Kitchenette • Phone Point in own room/Mobile • Television point in own room • Residents Internet Access
Latest Care Quality Commission* Report on Davenham Hall Nursing Home: click here

Website Information: The home's website states that:

> ***"All service users will undergo an assessment to meet their needs and to encourage personal growth and development we aim to encourage and promote motivation and independence."***

Representatives were keen, on this visit, to observe how these aims in terms of 'motivation and independence' are reflected in real experience at the home.

2. Acknowledgements

Healthwatch Cheshire would like to thank the service provider, care home manager, residents, visitors and staff for their contributions to this Enter and View visit.

3. Disclaimer

This report relates to findings gathered on a specific date of visiting the service as set out above. Consequently, the report is not suggested to be a fully representative portrayal of the experiences of all the residents and/or staff and/or family members/friends but does provide an account of what was observed and presented to Healthwatch Representativesat the time of the visit.

4. Purpose of the visit

- To enable Healthwatch Cheshire Representatives to see for themselves how the service is being provided in terms of quality of life and quality of care principles
- To capture the views and experiences of residents, family members/friends and staff
- To consider the practical experience of family/friends when visiting the service in terms of access, parking and other visitor facilities
- To identify areas of resident satisfaction, good practice within the service and any areas felt to be in need of improvement
- To enable Healthwatch Cheshire Representatives to observe how the service delivers on the statements it advertises on its website

5. Introduction/Orientation to Service

On arrival Authorised Representatives met and were able to interact with, several staff that passed through the reception waiting lounge. Representatives were offered a drink and after signing in we chatted to several staff that were all welcoming, very professional and keen to tell us how long they had worked at the home.
It appears some staff have worked there over 20 plus years.
We were shown around the home by Karen Hilditch the manager.

6. Methodology

Representatives were equipped with various tools to aid the gathering of information. The following techniques were used by Representatives:

- Direct observation of interactions between staff and residents
- Participant observation within therapeutic/social activities where appropriate
- Assessing the suitability of the environment in which the service operates in supporting the needs of the residents
- Observing the delivery and quality of care provided
- Talking to residents, visitors and staff (where appropriate and available) about their thoughts and feelings regarding the service provided
- Observing the quality and adequacy of access, parking and other facilities for visitors

7. Summary of Key Findings

- The home has a calm, quiet atmosphere and appears well ordered and well organised.
- Residents appear to have choice and are treated as individuals
- Care appears to be delivered with consideration to the individual's need.

8. Detailed Findings

8.1 Location, external appearance, ease of access, sinage and parking - Davenham Hall is situated ½ mile from village centre with access to local shops, church, public eating places and village events. The Hall and grounds are impressive and maintained to a high standard. The gardens were well maintained and tidy.

There is plenty of parking available and there is a large sign situated at the drive entrance.

8.2 Initial Impressions (from a visitors perspective on entering the home - Visitors cannot fail to be impressed by the main entrance façade and entrance to a reception lounge decorated in keeping with

the period features and décor. Inside the home appeared clean, fresh and airy.

A large notice board is situated in the lounge with notices of events, information and pictures and there is a small corner with all the required information for visitors e.g. signing in book, fire information, home information and notices.

8.3 Facilities for involvement with family/friends - There are a number of places in the home where residents can meet their guests including small, quiet sitting areas and the garden.

8.4 Internal physical environment

8.4.1 Décor, lighting, heating, furnishing and floor coverings - All décor, furnishings and floor coverings were of a high standard. Karen informed us that she has no problem getting things replaced when needed in order to maintain the high quality setting.
There are three lounge areas all decorated with different colour schemes and atmospheres.

Residents choose where they want to spend their time. One of the lounges has no TV or radio and provides a quiet peaceful room to read and talk.

8.4.2 Freshness, cleanliness/hygiene and cross infection measures - All areas seen during the visit appeared clean, tidy and well maintained. A well-stocked cleaning trolley was seen and being used during the visit.

8.4.3 Suitability of design to meet needs of residents – 'The Barns' development provides care for up to 27 people in a more modern setting; it is light and bright with a carpeted corridor leading off the main hall. There is a lot of glass in the sides and roof making it bright but also hot.
The hot weather at the time of our visit meant staff were working hard to keep the place cool for the residents.
Other parts of the home appear appropriate with widened doors, handrail availability and non slip flooring.

8.5 Staff support skills & interaction

8.5.1 Staff appearance and presentation - All staff wore uniforms and appeared smart and professional, everyone we met said hello and smiled.
As outlined above, staff that we spoke to told us about their length of service, some over 20 plus years and of their loyalty to the home and the company. One said they were, ***"A good team."***

We were told about the Level two and three NVQ qualifications they had all achieved and the End of Life training. Staff at The Barns had also undergone dementia training.
Karen spoke of the 30 audits she carried out at the end of each month to maintain high standards, identify any trends, training needs, care needs etc., and plan improvements.

8.5.2 Affording dignity and respect - We met with several residents and observed interactions and communication demonstrating dignity and respect. One gentleman told us about his working life and how he came to live at Davenham Hall. We were told he likes to talk to visitors and he was given the time and respect to do just that.

8.5.3 Effective communications – Staff were observed speaking to residents in a calm considered way. Throughout the home Representatives felt that it had a well organised and had a composed quiet feel to it and this was particularly evident in the main hall - albeit staff going about their work, medication rounds, residents being brought downstairs and visitors arriving.

8.6 Physical welfare

8.6.1 Appearance, dress and hygiene - Everyone we saw today looked well cared for appropriate in their dress and hygiene. There is a laundry on site and all clothes are laundered. Clothing is named on admission.

8.6.2 Nutrition, mealtimes and hydration - The well set dining room advertised a three course menu at lunch time and options for tea time, supper is also provided. Nutritional needs are assessed on admission and people's weights are monitored and audited each month as routine health checks. Drink stations are available so people can help themselves.

There is a large dining room available and Karen said that she, ***"Likes everyone to sit together for meals as a social activity."*** However, if a resident wishes to eat alone or elsewhere we were told that this is also acceptable.

We were told that the home's general policy is that visitors are asked not to come at meal times but if they do; and have travelled to visit for a few hours; then they are welcome to stay for a meal.

8.6.3 Support with general and specialist health needs - Residents have access to local GP healthcare with weekly input from named GPs. Chiropody, physiotherapy and hairdressing services are also provided.

8.7 Social, emotional and cultural welfare

8.7.1 Personalisation and personal possessions - Residents are allowed to bring personal items with them for their rooms. All rooms are furnished to a high standard with good quality furnishings. We saw one room that had been personalised with furnishings, ornaments and plants to make it more like home.

8.7.2 Choice, control and identity - The two residents we spent time chatting to were doing things they liked to do in the area they liked to be in, one in the quiet lounge reading the paper doing the Times crossword and one in the TV lounge with the TV on for background noise but reading his paper. Both residents said they were well cared for, one commented, ***"It's not home but it's very nice."***

8.7.3 Feeling safe and able to raise concerns/complaints – Residents spoken to commented that they would be happy to raise any concerns with the confidence that they would be listened to and action taken.

8.7.4 Structured and unstructured activities/stimulation - There are two activity coordinators – one for the Hall and one for the Barns. Both work in the two settings and activities are said to include both groups of residents.

We did not see any formal activities timetable and were told that a lot of the residents like to sit outside and read or chat.

We were told that entertainment is booked periodically and a summer fayre is held each year supported by the village. There is a ladies lunch club and a gentleman's lunch club that are held, speakers are arranged and special lunches take place.

Karen said that a lot of residents were, ***"Home birds,"*** and that they preferred for activities to be based at the hall as opposed to going out into the community for lunch for example.

Theatre trips have also been arranged. Memory books and pictures were seen in The Barns; music was playing and a television in the lounge.

8.7.5 Cultural religious/spiritual needs – Members of the local clergy visit regularly and communion is carried out at the home. We understand that special arrangements can be made for residents who wish to attend a service.

8.7.6 Gardens – Garden areas are very well maintained and people can access the garden and garden seating areas safely. Representatives are not sure if any residents are involved in any gardening activity.

9. Additional Areas of observation

9.1 Comparisons of observations against the provider's website – The home does appear to treat individuals as 'individuals.' Residents do appear encouraged to live as independently as they are able and necessary support measures are in place to ensure that their individual needs are met. Representatives feel that the photographs of the home displayed on this website are a true reflection of facilities at the home.

9.2 Comparisons with previous Healthwatch Visit(s) - Healthwatch visited in 2014, a visit that produced a broadly positive report. Representatives feel that since this time the range of activity available to residents has developed.

9.3 Comparisons with the most recent CQC report - CQC last visited the home in October 2015. The food hygiene rating of three at that time has improved to a five which is excellent news. The CQC report commented on the lack of stimulation with activities.
Karen said they try to provide what the individuals want. The residents in The Barns have input from a representative from End of Life Partnership - to look at ways to engage the residents who have dementia in meaningful ways.

9.4 Other observations –

- All bedrooms in The Barns have the name of the person outside each room. We spoke of ways this could be made more personal with photos, pictures, items etc. These can be good talking points especially for newer staff and visitors; it is an activity that may be done with individuals/families. Karen said she would look into this as she thought this was a good idea.

- There were no feedback reviews on the home's website although the few reviews on Google are extremely positive.
  Karen told us that she sent out feedback forms on average every 12 months to residents and families. We discussed with her how the results could be shared more widely e.g. 'YOU SAID WE DID.'

- We spent time talking to two residents in different lounges and observed the interactions taking place in The Barns. We spoke with several care staff and a qualified nurse who was doing the medication round. We briefly spoke to the activities coordinator and the representative from End of Life Partnership about their plans for meaningful activities for those residents with dementia.

10. Recommendations

- To continue with the development of activities for those residents with dementia. This is a challenging area for staff requiring creativity, patience, imagination and resources to offer choices.
- To consider development of the personal portfolios outside each room in The Barns.
- To continue to look at ways to enhance the environment, the activities and the approaches for people with dementia according to best practice and research.

Feedback from Provider of Service
At time of publication – no feedback received.